

# VACANCY ANNOUNCEMENT

## VA Palo Alto Health Care System

### THE DEPARTMENT OF VETERANS AFFAIRS IS AN EQUAL OPPORTUNITY EMPLOYER

All applicants receive consideration without regard to race, religion, color, national origin, non-disqualifying mental or physical disability, age (with authorized exceptions), sex, political affiliation, or any other non-merit factor.

Vacancy Annc No. <b>05-228(GC)</b>		Opening Date <b>09/29/05</b>		Closing Date <b>10/20/05</b>		U.S. Citizenship Required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (See notes below)	
# Posns <b>1</b>	Position Title <b>Program Support Assistant (OA)</b>			PD Number <b>2201-0</b>		Pay Plan, Series, Grade <b>GS-303-6</b>	
Service <b>Business Office; Fee Basis Section</b>				Promotion Potential <b>None</b>		Salary Range <b>\$34,766- \$45,197 per annum</b>	
Duty Station <b>Palo Alto, CA.</b>				Tour of Duty <b>Monday – Friday; 8:00a.m. – 4:30p.m.</b>			
Work Schedule <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intermittent <input type="checkbox"/> Part-time @ _____ hrs/wk		Subject to Bargaining Unit <input checked="" type="checkbox"/> Yes-Minimum posting: 15 work days <input type="checkbox"/> No-Minimum posting: 10 calendar days		Subject to Supervisory Probationary Period <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (First-time supervisors subject to 1 year)			
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary NTE _____ <input type="checkbox"/> Term NTE _____		Subject to Drug Testing <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)		Physical or Medical Examination Required <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)			
Travel and/or relocation expenses <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> are not authorized		Applicants currently serving under recruitment or relocation bonus service obligation must notify this office of the conditions of their agreement.					
		Relocation bonus <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> is not authorized		Recruitment bonus <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> is not authorized			
<b>Area of Consideration - For information on application procedures, see section on 'HOW TO APPLY'</b> <input checked="" type="checkbox"/> Current PERMANENT employees of the VA Palo Alto Health Care System. <input checked="" type="checkbox"/> Current VA employees eligible for transfer. <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Readjustment Appointment (VRA). <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Employment Opportunities Act (VEOA). <input checked="" type="checkbox"/> 30% or more Service-Connected Compensably Disabled Veterans. <input checked="" type="checkbox"/> Schedule A (handicapped) eligibles. <input checked="" type="checkbox"/> STATUS applicants eligible for transfer or reinstatement. <input type="checkbox"/> PUBLIC - All other interested candidates not meeting any of the above categories.							
<b>Point of Contact - Inquiries should be directed to the following individual at (650) 858-3951.</b> <b>Gilbert R. Cataño, Human Resources Specialist</b>							
<b>REASONABLE ACCOMMODATION</b> This office provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify this office. The decision on granting reasonable accommodation will be on a case-by-case basis.							
<b>THE DEPARTMENT OF VETERANS AFFAIRS SUPPORTS A DRUG-FREE ENVIRONMENT</b>							

**NOTE: This is a reannouncement of 05-135(GC). Candidates who applied and were referred under 05-135(GC) must reapply in order to receive further consideration for this position.**

**DUTIES:** Incumbent serves as the Claims Clerk in the Fee Basis Section of the VA Palo Alto Health Care System (VAPAHCS) and is responsible for the management of the Authorized and Unauthorized Claims Program. He/she has full responsibility for developing and processing claims for authorized and unauthorized medical services for non-VA hospitalization (contract and non-contract). Incumbent performs the following duties: obtains necessary files and/or records to ensure that eligibility requirements for benefits are met; makes determinations of legal entitlement if files/records are unavailable; does research and follow-up by inquiry, observation, and examination of facts on complaints and inquiries from physicians, hospitals, private individuals, Congressional staff, etc.; makes recommendations and assists with the coordination and expeditious resolution of problems and/or complaints; ensures that fees are not paid in excess of those approved by Medicare (and/or medical rates for the same procedures; prepares briefs in unusual cases when it is determined they are essential to support the decision reached; brings to the attention of the Chief, Fee Basis Section, any cases where it appears an error occurred in the allowing or disallowing of medical services at VA expense; researches appeals of disallowed treatment and prepares Statements of the Case for submission to the Board of Veterans Appeals; completes and reviews statistical data and prepares special reports as requested.

**QUALIFICATION REQUIREMENTS:** 1 year of specialized experience equivalent to the next lower (GS-5) grade level. *Specialized Experience:* Specialized experience is that which has equipped the applicant with the particular knowledge, skills and abilities (KSAs) to successfully perform the duties of the position, and that is typically in or related to the position to be filled. Applicants who have the 1 year of appropriate specialized

experience are not required to have general experience, education above the high school level, or any additional specialized experience to meet the minimum qualification requirements.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** As a general rules, education is not creditable above GS-5 for most positions; however, graduate education may be credited in those few instances where the graduate education is directly related to the work of the position.

**NOTE: *Typing Proficiency*** – A minimum typing skill of 40 words per minute is required. Typing and computer proficiency must be verified through past work history, typing test certificate or self certification statement and must be submitted with your application.

**VOLUNTEER EXPERIENCE:** Appropriate credit will be given for voluntary participation in community, social service, and similar activities.

**BASIS OF RATING:** Your rating will be based on the quality of your experience as shown in your application and elements. Listed below are the knowledge, skills and abilities considered essential for successful performance in this position. These elements will be used to determine the highly qualified candidates to be referred to the selecting official. Provide, on a separate sheet of paper, a DETAILED description of your experience as related to the knowledge, skills and abilities listed below. Incomplete, vague, or contradictory information may affect your rating.

1. **KNOWLEDGE** of VA regulations and entitlement/eligibility to various VA and Fee Basis medical benefit programs.
2. **KNOWLEDGE** of medical terminology due to the language utilized by most fee basis providers.
3. **KNOWLEDGE** of and **SKILL** in the use of a variety of automated office equipment and programs such as personal computers, typewriters, facsimile machines, copiers, spreadsheet software, etc.
4. **KNOWLEDGE** and/or **SKILL** in basic customer concepts that demonstrates ability to provide quality customer service.
5. **ABILITY** to establish effective public and professional relations with veterans, medical professionals, clinics and doctor's offices, hospitals, ambulance companies, etc.

**ADDITIONAL NOTES:**

- ◇ **Funds Availability:** The position being filled is subject to the availability of funds.
- ◇ **Additional Vacancies:** This announcement may be used to fill additional vacancies occurring within 90 days.
- ◇ **U.S. Citizenship:** If applicable, non-citizens may be appointed when no citizens are available in accordance with regulations issued by the Under Secretary for Health.
- ◇ **Update Of Qualifications:** VAPAHCS employees should ensure their official personnel folder (OPF) contains complete information about their qualifications for this position *by the closing date of this announcement*.
- ◇ **Promotion Potential:** If applicable, the candidate may be non-competitively promoted up to the full performance level without further competition provided they demonstrate satisfactory performance, meet applicable administrative requirements, and there is sufficient work at the higher grade level.
- ◇ **Time-In-Grade Requirement:** Candidates for advancement to General Schedule (GS) positions in the competitive service must have completed a minimum of 52 weeks at the next lower grade level (or equivalent) commensurate with the line of progression for this position.
- ◇ **English Language Proficiency:** If applicable, individuals appointed to direct patient care positions must be proficient in spoken and written English as required by Title 38, United States Code (38 U.S.C.).
- ◇ **TB Skin Screen Test:** All applicants selected for employment with the VAPAHCS will be required to meet TB screening requirements before being placed into this position.
- ◇ **Physical / Medical Standards:** If applicable, candidates will be required to pass a physical examination.
- ◇ **Drug Testing Position:** All applicants tentatively selected for VA employment in a testing designated position are subject to random drug screen (urinalysis) for illegal drug use prior to appointment. Applicants who refuse to be tested will be denied employment with the VA.
- ◇ **Direct Deposit / Electronic Funds Transfer:** It is a policy of the Department of Veterans Affairs to require new employees to receive Federal wage and salary payment through Direct Deposit/Electronic Funds Transfer. On the first day of duty, new employees must bring their Social Security Card/Number, photographic identification card, and information regarding their financial institution.

**HOW TO APPLY:**

**Eligible Permanent Employees of VAPAHCS** - Submit VA Form 5-4078, Application for Promotion or Reassignment, by the closing date of this announcement.

**All others must submit:**

1. **OF-612** - Optional Application for Federal Employment; or  
**RESUME** - If a resume is submitted, you must include information requested in the flyer "Applying for a Federal Job," Optional Application for Federal Employment form (OF-612), and the information requested in this announcement.
2. **OF-306** - Declaration of Federal Employment. You must complete this form to determine your acceptability for Federal employment.

3. **DD-214** - Military Discharge Paper. Veterans claiming veterans' preference and those eligible for employment under veterans hiring authorities must submit a copy.
4. **SF-15** - Application for 10-Point Veteran Preference. If you are applying for 10-point veterans' preference, you must submit this form and the required documentation specified on the reverse of the SF-15.
5. **SF-50B** - Notification of Personnel Action. Transfer/Reinstatement Eligibles must submit a copy of their latest/last SF-50B.
6. **ACTAP** - If you are currently a Department of Veterans Affairs employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the Department of Veterans Affairs Agency Career Transition Assistance Program (ACTAP). To receive this priority consideration, you must:
  - a. Be a current Department of Veterans Affairs career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES), and the date of the RIF separation has not passed and you are still on the rolls of the Department of Veterans Affairs. You must submit a copy of the RIF separation notice or CES along with your application upon request.
  - b. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have greater promotion potential than the position from which you are being separated.
  - c. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
  - d. Be currently employed by the Department of Veterans Affairs in the same commuting area of the position for which you are requesting priority consideration.
  - e. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
  - f. Be rated well-qualified for the position. ACTAP candidates who attain a score of 90 for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.) will be considered well-qualified.
7. **ICTAP** - If you are a displaced Federal employee, you may be entitled to receive special priority selection under the Interagency Career Transition Assistance Program (ICTAP). To receive this priority consideration, you must:
  - a. Be a displaced Federal employee. The following categories of candidates are considered displaced employees. You must submit a copy of the appropriate documentation such as RIF separation letter, letter from OPM or agency documenting your priority consideration status with your application package.
  - b. Be a current or former career or career-conditional (tenure group I or II) competitive service employee who:
    - 1) Received a RIF separation notice; or
    - 2) Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place you; or
    - 3) Retired with a disability and whose disability annuity has been, or is being, terminated; or
    - 4) Upon receipt of a RIF separation notice, retired on the effective date of the RIF and submits a copy of your SF-50B which indicates "Retirement in Lieu of RIF"; or
    - 5) Retired under the Discontinued Service Retirement (DSR) option; or
    - 6) Was separated because you declined a transfer of function or directed reassignment to another commuting area.
  - c. Be a former Military Reserve or National Guard Technician who is receiving special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of the Title 5, United States Code.
  - d. Be applying for a position at or below the grade level of the position from which you have been separated.
  - e. Has a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
  - f. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
  - g. File your application package by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
  - h. Be rated well-qualified for the position. To be rated well-qualified for the position, you must:
    - 1) meet the qualification standard and eligibility requirements for the position, including any medical qualifications and minimum educational and experience requirements;
    - 2) meet all selective factors, where applicable, and appropriate quality ranking factor levels, as well as knowledge, skills and abilities (KSAs) factor(s) for this position. Well-qualified candidates are those who attain 90 of the total points possible for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.); and
    - 3) be physically qualified, with reasonable accommodation, where appropriate, to perform the essential duties of the position.
8. **Substitution of Education/Educational Requirement** – If substituting education for experience or the position has an educational requirement, copies of college transcripts must be submitted.
9. **Schedule A applicants only** - Letter from the State of California Department of Rehabilitation or from a qualified VA Counselor certifying eligibility for appointment to this position.
10. **Performance Appraisal** - Current/Former Federal employees must submit a copy of their most recent annual performance appraisal.
11. **Rating Factors** - On a separate attachment(s), describe your work experience/education as it relates to each of the factors listed under BASIS OF RATING above.

To receive consideration, all application materials must be postmarked or received in this office by the closing date. Any information not submitted with your original application will not be considered. Failure to submit the requested material and response to the rating factors may result in a lower rating in the evaluation process.

All application materials will become the property of the Human Resources Management Service and will not be returned, used for other positions, or duplicated once submitted.

In accordance with 18 U.S.C. 1719, use of postage-paid government agency envelopes to file job applications is a violation of Federal law and regulation. Applications mailed in postage-paid government envelopes, sent by Federal agency special courier services or submitted through Federal fax machines will not be considered.

**APPLICATIONS SHOULD BE MAILED TO:**

**Human Resources Management Service (05A)  
VA Palo Alto Health Care System  
3801 Miranda Avenue  
Palo Alto, CA 94304**